

STRENGTHENED INDIVIDUALS AND FAMILIES IN JUST AND SUPPORTIVE COMMUNITIES

In support of this Vision, Family Services will endeavor to achieve the following Ends:

- Increase competency and skills to solve problems, make decisions, and cope with daily life stressors.
- Relationships free of violence and a community that does not tolerate violence in the home or the community
- Strong communities capable of meeting their own needs, and working together in social action.
- Expanded knowledge for service providers and the community at large.
- Public policy framed on equality and social justice and which strengthens individuals, families and communities.

Approved by the Board of Directors, May 1995

BOARD OF DIRECTORS

OFFICERS

PresidentSheila Sammon
Vice-President.....Dominic Verticchio
SecretaryElaine Eastman

DIRECTORS

Vish Bagal
Frank Boutzis
Sondra Cornett
David Doel
Beverly Galassi
Katerina Kun
Patty Lawlor
Neville Nunes
Rosemary Russell
Dave Zych

MANAGEMENT TEAM

Executive DirectorElaine Eastman
Manager, Counselling & Contract ServicesAnna Allevato
Manager, Credit Counselling & Financial ServicesArt McLean
Manager, Child & Youth Services*Terry Henry
Executive AssistantIngrid Spence

*Position cut due to downsizing

Member Agency of:

Ontario Association of Credit Counselling Services
United Way of Burlington., Hamilton-Wentworth
Ontario Home Support Services Association
Canadian Council on Social Development
Family Service Ontario
Family Service Canada
ONTCHILD



A United Way Member Agency

Family Services
OF HAMILTON-WENTWORTH INC.

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Charitable Registration Number: 13282-0382RR



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URBAN/MUNICIPAL

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A56
1996/97

Family Services
OF HAMILTON-WENTWORTH INC.

ANNUAL REPORT

1996/97

URBAN MUNICIPAL

1997

GOVERNMENT DOCUMENTS

74 Years of Service to the Community

STRENGTHENED INDIVIDUALS AND FAMILIES
IN JUST AND SUPPORTIVE COMMUNITIES

ACCOMPLISHMENTS

1996-97

For almost 75 years, Family Services of Hamilton-Wentworth has offered a range of services designed to support individuals and families throughout their lives. This includes services for preschoolers with special needs and their families; support to families to improve parent-child relationships; residential care for youth 12 to 18 years of age; counselling services to individuals, couples, families, abused women and child/ adolescent witnesses of woman abuse; home support for isolated elders; and credit counselling to help people improve their financial management skills.

FAMILY LIFE PROGRAM

offers support, education and therapeutic intervention for families with preschool children who are experiencing:

- developmental delays (behavioural, physical, communication, social or cognitive)
- high risk situations (family breakdown, conflict, abuse, violence) and/or socially disadvantaged circumstances (poverty, cultural or familial isolation) that interfere with the parenting relationship.

Preschool children receive individual and group programming within an integrated therapeutic child care setting. Parents can access a variety of service options (training in the classroom and in the home; therapeutic, educational and support groups; counselling) to enhance their parenting skills, improve their coping mechanisms and learn to effectively use community resources. Advocacy, brokerage and linkage services are also available.

Program Highlights:

- due to increased demand, this program was expanded during the past winter giving us the capacity to accommodate 48 children.
- 95 preschool children enrolled in preschool program, 12 with special needs requiring assistance from a Resource Teacher
- served 29 special needs families through HUB
- Christmas Sponsorship Program provided food, clothing and/or toys for 84 families
- in collaboration with Hamilton-Wentworth Housing Authority, surveyed residents in four housing communities to determine need for services that could be provided through local "community houses". In the coming year we will be working with a steering committee to develop a proposal for collaborative initiative in partnership with several other service providers.

COUNSELLING SERVICES

Achieving personal empowerment is at the very centre of our work. A sense of empowerment mobilizes people to create and act on solutions and our services help consumers develop the tools they need. Support is also provided to the culturally diverse community in the form of counselling services and community development activities based on self-defined needs. Services are offered to:

- survivors of woman abuse
- child/adolescent witnesses of woman abuse
- individuals and families who have experienced a traumatic event or who are in crisis due to family breakdown, personal loss, suicidal behaviour, stress or challenges to mental health
- male and female survivors of sexual abuse

Program Highlights:

- successful stabilization of community counselling program with funding from the United Way and Region
- staff participated in a self-directed team workshop
- implementation of Self-Directed Team Model
- re-established community counselling services in Dundas and Waterdown
- designed and delivered new groups in the woman abuse and child/adolescent witness program
- implemented a pilot project on advocacy services for woman abuse survivors

CREDIT COUNSELLING

offers a variety of services from budgeting and nutrition counselling to managing orderly debt payment at no charge. The program is designed to assist individuals and families to:

- improve their ability to set and meet financial objectives
- decrease stress arising from financial problems
- decrease amount of debt
- decrease insolvency
- increase self-esteem
- improve family functioning

In the past five years we have helped our clients retire more than \$6,000,000 in consumer debt. While this number itself is startling, it pales in comparison to the relief we have brought to debt-burdened individuals, families and their children.

During this past year the agency reconfirmed its decision to offer these services free-of-charge to our clients. Facing the pressure of dwindling resources, the Board could have easily rationalized a client fee, accepting the conventional wisdom 'that everyone must pay their way'. The Board of Directors chose a different, less fashionable path. Consistent with the agency's mission, it chose to protect vulnerable families and individuals amongst us. In so doing it showed foresight, compassion and courage.

MEMBERS/DONORS

ACTIVE MEMBERS

Vish Bagal	Wanda Harmon	Ines Rios
Cathy Bernard	Katerina Kun	Rosemary Russell
Claire Brennan-Kislinsky	Leah LaRiviere	Sheila Sammon
Dr. Mark Cornfield	Patty Lawlor	Ingrid Spence
David Doel	Mel Madamba-Wakeham	Pat Whitman
Elaine Eastman	Peggy McCombe	Evelyn Young
Beverley Galassi	Neville Nunes	John Vedell
		Dave Zych

SUSTAINING MEMBERS

Alice Cannon	Dr. Laurie Cragg	Mr. Bob Stirling
Sondra Cornett	Dr. Martin Johns	
Jean Cragg	Dr. D. Sprung	

ORGANIZATIONAL MEMBERS

Catholic Children's Aid Society	Hamilton Urban Core
Children's Aid Society	St. Joseph Immigrant Women's Centre
Community Child Abuse Council	Sullivan-Reeves Financial & Ins. Services

LIFE MEMBERS

Don Cannon*	Dr. Martin Johns	Mel Spencer
Sondra Cornett	Barry McCorquodale	Marilyn Vallance*
Larry Enkin	Leon Price	
Fern Gue	Canon Joe Rogers	

*Deceased
Memberships as of May 31, 1997

NORTHCREST YOUTH CENTRE

provides short and long term therapeutic residential programming for adolescents (in care of local Child Welfare agencies) who have experienced one or more of the following:

- family breakdown
- physical, sexual or emotional abuse
- emotional or behaviour disorders
- conflict with community or social authorities (parents, schools, police)

Program Highlights:

- 26 children in residence (8 long term, 22 short term)
- all children attended Section 27 classroom
- assisted 22 families to re-establish supportive relationship with their children

HOME SUPPORT SERVICES

*"Helping older adults remain independent in their homes
and active in their communities"*

Since 1981, our friendly visiting service has provided companionship, friendship and support services to many seniors in our community through the work of thousands of volunteers who are carefully screened, trained and matched. Other services provided by the Program Coordinator include information, referral and linkage to other community resources, case management and case advocacy.

The reshaping and restructuring of the health and social service sectors continues to escalate the reliance on community support services and the use of volunteers. Emphasis on risk management and ensuring that adequate policies are in place for the protection of our consumers, volunteers and paid staff will continue to be a central focus of our attention in the coming year.

Program Highlights:

- successful collaboration with several agencies involving the design and delivery of a central volunteer training program in Ancaster
- exploration of other prospective joint projects in the areas of policy development and volunteer training and recruitment
- special attention to volunteer recruitment from our diverse communities
- delivery of workshops and provision of consultation on issues pertaining to volunteer program management
- several student placements which facilitated the completion of client and volunteer evaluations

BANKRUPTCY SERVICES

have been developed over the past two years. By contracting with bankruptcy and insolvency trustees, the program seeks to provide money management and consumer skills to clients and to help them understand the root cause(s) of their insolvency.

This year saw the continued rapid growth of bankruptcy services and the addition of another significant trustee with whom we have arrangements. Seven employees have successfully completed the required course and are registered as Bankruptcy & Insolvency Counsellors.

EMPLOYEE ASSISTANCE PROGRAM

Family Services Employee Assistance Program continues to be one of the largest EAP providers in the country with over 300 service locations available across Canada via our National EAP Network. A wide range of quality services are available including: personal counselling; trauma response; wellness programs; legal, elder and child care information and consultation; workplace mediation; emergency after hours service; supervisor training; management consultation and related custom group intervention and training programs which are aimed to help organizations help their employees manage change and transition in the workplace.

Workplaces and workforces are characterized by far reaching and very accelerated change. The impact of change, as well as the effects of uncertainty and ambiguity it brings, has created a high demand for EAP services. Our reputation for excellence in customer service, program management and high quality service has been maintained as we continue to assist our customers to help their organizations and their employees manage that change.

RECIPIENTS OF THE 1997 DONNA ROCKEL CHILD & YOUTH CARE WORKER AWARD

Hangama Admadzai Andrea Roberge Nelson Mota

DONATIONS

Airways Transit Service Ltd.	Household Finance	Elaine Saunders
Amex Bank of Canada	Hudson's Bay,	David Schutz
J. Armogon	Zellers,Simpsons	Sears Canada Inc.
Avco Financial	K-Mart Card Services	Sears Employees
Vish Bagal	Mel Madamba-	Charitable Fund
Bank of Montreal	Wakeham	St. Vincent de Paul
Bank of Nova Scotia	Leona Milloy	Sullivan-Reeves Fin.
Beneficial Canada	William Moore	& Ins. Serv.
C.I.B.C.	Donna Morton	Sunningdale Public
Canada Trust	National Bank	School
Canadian Tire	National Bank of	Superior Acceptance
Alice Cannon	Canada	Summit Direct -
Citibank	National Retail	Hamilton
Sondra Cornett	Credit Serv.	T. Eaton Acceptance Co.
Dr. Mark Cornfield	Nelson Steel	T.D. Bank
Laurie & Jean Cragg	Neville Nunes	Trans Canada Credit
Dofasco Employees	Overhead Crane	United Parcel Service
Elaine Eastman	Services	John Vedell
Esso Card Centre	George Parker	World's Finest Shows
H-W Region	Petro Canada	Dave Zych
Legal Services	Robert Prouse	
Terry Henry	Royal Bank of Canada	
	Royal Trust	

GIFTS-IN KIND

Barn Fruit Market,	Fortino's, Stoney Creek	Lizten's Sports,
University Plaza	HMV Canada,	Dundas
Bellamy's Restaurant	Jackson Square	Rogers Video
Blockbuster Video,	J.C. Video	Roller Gardens,
Dundas	Jumbo Video,	Stonechurch
Brant Stereo,	Guelph Line	Sears, Limeridge Mall
Brantford	Jumbo Video,	Subway
Buena Vista Home	Upper James	University Lanes,
Ent. Canada	Jumbo Video,	Dundas
Collins/Whitemans	Waterdown	Zellers,
C.A. Firm	Just New Releases	Country Fair Plaza
Dr. Disc		

1996/97 FAMILY FUN FAIR SPONSORS

102.9 K-Lite FM	Oldies 1150	World's Finest Shows
850 CHAM	Sears, Centre Mall	
Centre Mall	Toys 'R Us,	
Eastgate Square	Limeridge Rd.	

ANNUAL MESSAGE

from the President and Executive Director

It seems appropriate that this annual message should be co-authored by the President and the Executive Director of Family Services. This is an era of collaboration. Collaborators often bring distinct perspectives to a project but work to accomplish a common goal. In this endeavor, the President and Executive Director bring unique views, one of governance and one of management, each with a concern for and commitment to the agency and each with a distinct function to serve it. We also bring different historical perspectives: Sheila has a sense of agency history to season the current debates and Elaine, as the relatively new Executive Director with a planning background, brings an analysis of present to prepare for the future.


We have seen the agency move through a time of tremendous change, where the agency has suffered many losses of staff, of programs and of financial resources. Throughout, the board members, staff and volunteers have continued to demonstrate their dedication and commitment to the agency and to the people we serve. We have witnessed tremendous resilience and creativity on the part of staff who have maintained a deep respect for the clients of the agency. We have not lost sight as to why we are here.


We have worked with board members who have been prepared to struggle with difficult issues. These women and men have spent many hours debating agency policy within the context of the agency's mission, recognizing their accountability to our clients and the community. This is a board that has had to make difficult decisions and has done so with integrity.

For the past 74 years, the ability to be innovative and flexible has enabled Family Services to respond to changing community trends and needs, adapting services to meet them. To enable us to continue this tradition as we move into the future, we have renewed our focus on a strong agency identity and a commitment to improved efficiencies and effectiveness.

As we look forward to the next millennium and our next quarter century, we will continue to build on our history of working cooperatively with community partners, collaborating to ensure that services are provided to those in need and striving to improve access for people from diverse communities.

Respectfully submitted,


Sheila Sammon
President


Elaine Eastman
Executive Director

A short goodbye from Sheila

After three years as President of Family Services, I want to thank everyone for their cooperation and support. I have had the privilege of working with highly motivated board members and two dedicated Executive Directors. I have enjoyed myself and I have learned. I am delighted to see Dominic Verticchio move into the role of president. Dominic brings with him years of community, administrative and service experience. He has been an active board member who weighs issues carefully. I am sure he will successfully help to launch the next quarter century of Family Services contribution to this community.

CONDENSED FINANCIAL OPERATING STATEMENT

	1995/96	1996/97
INCOME		
Government Sources	1,800,805	1,604,427
United Way	434,893	412,440
Fees for Service	768,387	784,647
Donations/Fundraising	208,928	201,938
Other	36,586	34,980
TOTAL	3,249,599	3,038,432
EXPENDITURES		
Personnel Costs	2,731,735	2,523,391
Occupancy	208,369	182,615
Transportation	53,852	52,187
All Others	300,454	297,999
TOTAL	3,294,410	3,056,192
SURPLUS/(DEFICIT)	(44,811)	(17,760)
Webster Avenue Property Expenses	(10,046)	NIL
Restructuring Costs	NIL	(96,515)
NET EXPENSES FOR THE YEAR	(54,857)	(114,275)

The above data is drawn from the agency's financial statements audited by Coopers and Lybrand. The complete audited financial statements are available upon request.

SERVICE PROVIDED

(BRIEF SUMMARY)

Units of Service reported in client service hours unless otherwise specified

	1995/6	1996/7
TOTAL NUMBER OF FAMILIES SERVED	3,746	4,039
TOTAL NUMBER OF CLIENTS SERVED	6,445	7,422
COUNSELLING SERVICES		
Individual, Couple, Family Counselling*	4,333	1,920
Woman Abuse and Child Witness	4,657	5,563
Total Hours of Service	8,990	7,483
EMPLOYEE ASSISTANCE PROGRAM	4,093	4,152
HOME SUPPORT SERVICES FOR THE ELDERLY		
Program Coordinator	428	391
Volunteer Contact with Clients	3,029	3,584
FAMILY LIFE PROGRAM		
Parent Groups*	1,210	140
Infant Care	N/A	223
Preschool - half-days	6,514	7,396
Transportation (children) - bus trips	8,909	12,041
(Parents) - bus trips	N/A	452
Individual Counselling, Classroom Training*, Family-Based and Support Services	1,313	1,176
HUB INTEGRATED SERVICES		
Parent Groups- Client/Group Sessions	N/A	117
Infant Care	N/A	153
Transportation (parents) - bus trips	N/A	786
Individual counselling, Classroom Training, Family- Based and Support Services	500	647
TOY LIBRARY - client contacts	N/A	279
CREDIT COUNSELLING PROGRAM		
Credit/Budget Counselling - cases	1,666	1,903
Bankruptcy Counselling - Indiv. & client/group sessions	763	970
YOUTH RESIDENCE-resident days	3,160	3,267
COMMUNITY SERVICES		
(Services to individuals, groups and institutions in the community)		
Public education/training	1,167	1,958
Community planning and coordination	1,915	1,784
Total this section	3,082	2,742

*Provincial funding ended December 31, 1995